What Service Does a Patient Need?

**Patient calls into office**

**Scheduler performs basic triage**

**Is this urgent?**

- **yes**
  - **Is this febrile illness?**
    - **yes**
      - Refer to COVID-19 Triage protocol¹
    - **no**
      - Refer to Nurse for evaluation

- **no**
  - **Does patient want provider visit?**
    - **yes**
      - What care does nurse determine is needed?
      - **Provider Visit**
    - **no**
      - **no**

**Scheduler performs technology assessment**

**Can real time audio video be provided?**

- **yes**
  - Refer to Telehealth Visit Process
- **no**
  - Refer to Telephone E/M Process

**If image/video will be assessed during telephone visit, instruct patient on how to send.**

¹ Triage protocol can result in telehealth or virtual service, in person visit, or triage to testing location as appropriate. If triage to telehealth or virtual services, skip to scheduler technology evaluation.

Learn more about options for Telehealth, Telephone, and other virtual care services by visiting [https://caravanhealth.com/covid-19](https://caravanhealth.com/covid-19)

**Suggested Citation:**